

OBSERVATION REPORT #112

The BA Pre-Order Business Rules version 2.8.1 states that the Service Address State/Province (SAST) Field is conditional on a Address Validate Inquiry/ Direct TN Selection Inquiry (ADR). KPMG observed, however, that this field is required.

Issue

During LSOG2 transaction testing, KPMG sent several ADRs to validate a customer's address using a telephone number and received no response. On 6/2/00, a help desk ticket # 24257 was opened with BA. The BA Systems Support (BASS) Help Desk responded on 6/2/00, stating that the Service Address State/Province (SAST) field on the ADR form should be populated. However, BA's Pre-Order Business Rules version 2.8.1, page 21, state that the SAST field is conditional and is not required when validating an address by TN.

KPMG resubmitted ADR's with the SAST field populated and received a successful response.

The following table provides examples of ADR's submitted by KPMG:

ADR's submitted without the SAST field populated:

PON	VER	Date Submitted
107031PM0A000003	AA	5/25/00
107041PM0A010003	AA	6/22/00
107071PM0A000003	AA	6/6/00
107081PM0A010003	AA	6/26/00

ADR's submitted with the SAST field populated:

PON	VER	Date Submitted
107031PM0A040003	AA	7/6/00
107041PM0A020004	AA	7/7/00
107071PM0A010003	AA	7/7/00
107081PM0A010003	AA	7/7/00

Assessment

Incorrect Business rules will impede a CLEC's ability to submit correct pre-order ADR validation by TN resulting in service delays to end-users.